BUREAU OF STATISTICS

Business Survey 2007

Spring, 2007

Highlights

Industry with the Greatest Number of Employees ..... Retail Trade

Industry with the Highest Percentage of Businesses with Gross Revenue Over $500,000 ..... Finance & Insurance

Occupation with Greatest Number of Vacancies ..... Intermediate Sales & Service

In the spring of 2007 the Yukon Bureau of Statistics conducted a business survey of approximately 2,600 businesses which compiled information about types, employees, revenue levels, hiring etc. of Yukon businesses. Due to the substantial difference between home-based businesses and non-home-based businesses, a large section of this report separates the two types of businesses.

Because not all businesses answered each question, total numbers given in each category may not be consistent through all sections.

All commentary is based on non-suppressed numbers.

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Businesses	Non-Home-Based	Home-Based	Total
Industry of Businesses Surveyed	**# Surveyed**		
Agriculture, Forestry, Fishing, Hunting	16	104	120
Mining & Oil & Gas Extraction	29	41	70
Utilities; Manufacturing	52	76	128
Construction	81	231	312
Wholesale Trade	32	18	50
Retail Trade	215	82	297
Transportation & Warehousing	67	41	108
Information & Cultural Industries	21	26	47
Finance & Insurance	26	3	29
Real Estate	55	36	91
Rental and Leasing Services	18	10	28
Professional, Scientific & Technical Services	113	265	378
Mgmt. of Companies & Enterprises; Admin. & Support Services	33	126	159
Waste Mgmt. & Environmental Remediation Services	10	7	17
Educational Services	8	39	47
Health Care & Social Assistance	82	82	164
Arts, Entertainment & Recreation	48	104	152
Accommodation & Food Services	115	59	174
Other Services	168	73	241
Total	**1,189**	**1,423**	**2,612**

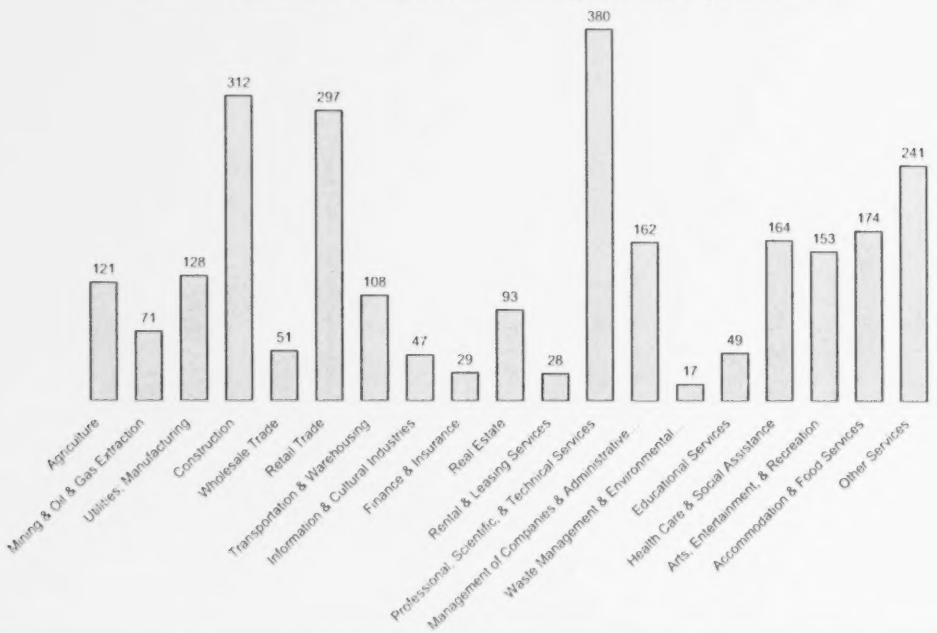
Businesses and Employment

The Professional, Scientific, and Technical Services Industry had the greatest number of businesses at 380, or 14.5% of businesses surveyed. The Construction Industry comprised the second largest number of businesses at 312, or 11.9%.

Businesses included in Business Survey	2001	2003	2006	2007
Agriculture, Forestry, Fishing, Hunting*	18	16	154	121
Mining & Oil & Gas Extraction	124	110	110	71
Utilities; Manufacturing	94	101	132	128
Construction	225	233	282	312
Wholesale Trade	37	56	48	51
Retail Trade	303	316	299	297
Transportation & Warehousing	102	87	110	108
Information & Cultural Industries	46	40	41	47
Finance & Insurance	33	31	35	29
Real Estate	68	73	89	93
Rental & Leasing Services	37	30	34	28
Professional, Scientific, & Technical Services	290	340	358	380
Management of Companies & Enterprises; Administrative & Support Services	157	148	158	162
Waste Management & Environmental Remediation Services	13	16	18	17
Educational Services	42	46	50	49
Health Care & Social Assistance	120	132	155	164
Arts, Entertainment, & Recreation	102	93	175	153
Accommodation & Food Services	179	186	205	174
Other Services	178	150	222	241
Total	**2,168**	**2,204**	**2,675**	**2,625**

*The increase in the Agriculture, Forestry, Fishing, Hunting Industry between 2003 and 2006 is due in part to the addition of a new source of businesses to the survey.

Total Number of Businesses by Industry, 2007

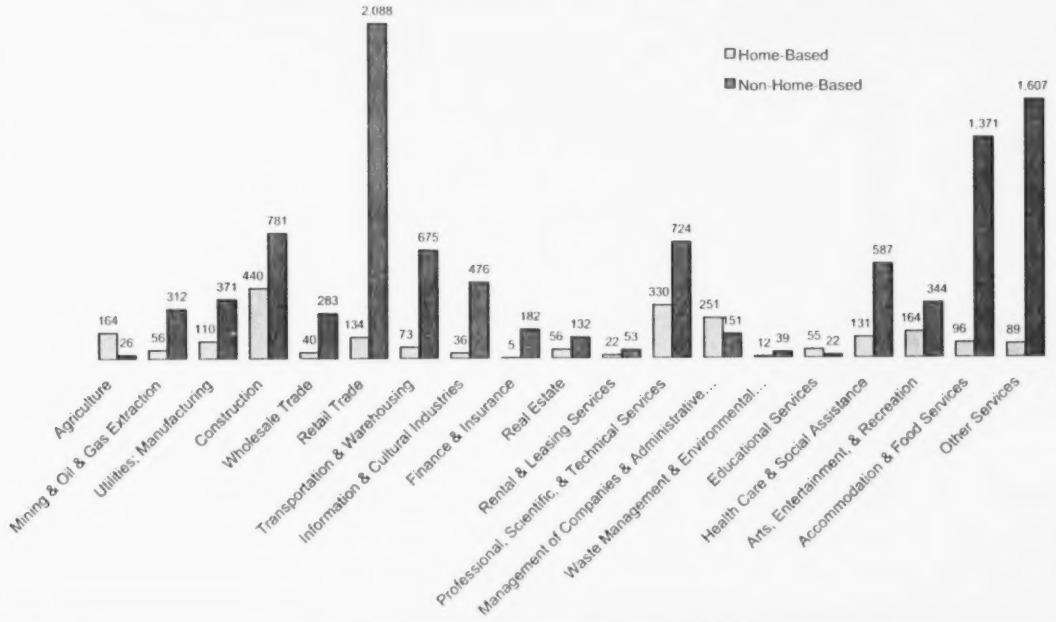


Businesses and Employment, by Non-Home-Based/Home-Based

The Construction Industry reported the greatest number of employees of the home-based businesses at 440, or 19.4%. The Retail Trade Industry had the largest number of employees of the non-home-based businesses at 2,088 or 20.4%.

How many employees are currently working in your business?	# Businesses reporting	Total # of employees reported	# Businesses reporting	Total # of employees reported	# Businesses reporting	Total # of employees reported
	All Businesses		Non-Home-Based		Home-Based	
Agriculture, Forestry, Fishing, Hunting	119	190	15	26	104	164
Mining & Oil & Gas Extraction	70	368	29	312	41	56
Utilities; Manufacturing	126	481	51	371	75	110
Construction	312	1,221	81	781	231	440
Wholesale Trade	49	323	31	283	18	40
Retail Trade	284	2,222	203	2,088	81	134
Transportation & Warehousing	97	748	56	675	41	73
Information & Cultural Industries	47	512	21	476	26	36
Finance & Insurance	28	187	25	182	3	5
Real Estate	88	188	52	132	36	56
Rental & Leasing Services	26	75	16	53	10	22
Professional, Scientific, & Technical Services	376	1,054	112	724	264	330
Management of Companies & Enterprises; Administrative & Support Services	156	402	31	151	125	251
Waste Management & Environmental Remediation Services	16	51	9	39	7	12
Educational Services	47	77	8	22	39	55
Health Care & Social Assistance	164	718	82	587	82	131
Arts, Entertainment, & Recreation	152	508	48	344	104	164
Accommodation & Food Services	170	1,467	113	1,371	57	96
Other Services	239	1,696	167	1,607	72	89
Total	**2,566**	**12,488**	**1,150**	**10,224**	**1,416**	**2,264**

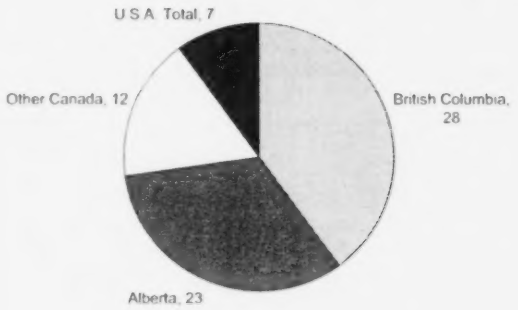
Total Number of Employees by Business Sector Non-Home-Based and Home-Based Businesses, 2007



Businesses and Employees by Community

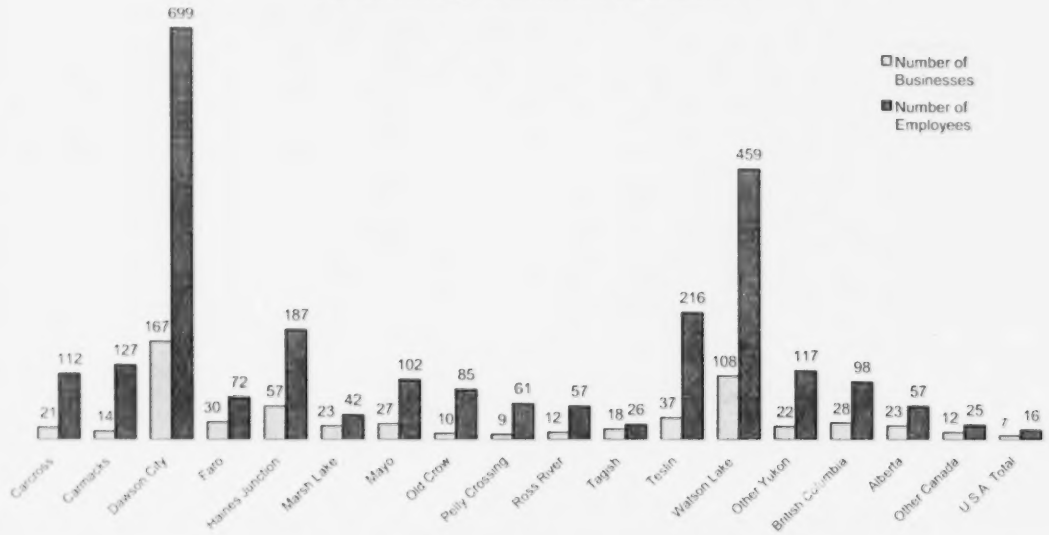
As would be expected, Whitehorse held the largest percent of businesses and employees, at 76% and 80% respectively. The majority of the remaining businesses were located in the Yukon; however, 70 businesses (with a total of 196 employees) reported business headquarters outside of the Yukon.

Location of Business Headquarters (excluding Yukon), 2007



Location of business headquarters...	# Businesses reporting	Total # of employees reported
	All Businesses	
Carcross	21	112
Carmacks	14	127
Dawson City	167	699
Faro	30	72
Haines Junction	57	187
Marsh Lake	23	42
Mayo	27	102
Old Crow	10	85
Pelly Crossing	9	61
Ross River	12	57
Tagish	18	26
Teslin	37	216
Watson Lake	108	459
Whitehorse	1,945	9,946
Other Yukon	22	117
Yukon Total	**2,500**	**12,308**
British Columbia	28	98
Alberta	23	57
Other Canada	12	25
Canada Total	**2,563**	**12,488**
U.S.A. Total	**7**	**16**
Grand Total	**2,570**	**12,504**

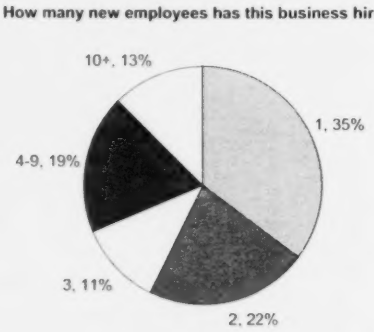
Number of Businesses and Employees by Community (excluding Whitehorse), 2007



Labour Market Demand—Non-Home-Based Businesses

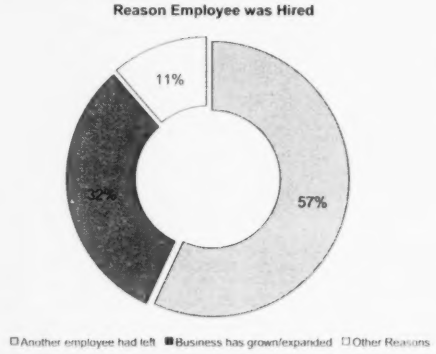
Labour Demand Section

With the winter of 06/07 bringing record low unemployment rates, the third section of the business survey dealt with the timely issue of labour demand. In the 2006 Business Survey only a portion of businesses were surveyed regarding labour demand issues, whereas in 2007 all businesses in the survey were asked questions on staffing issues. Since the labour demand issues vary widely between home-based and non-home-based businesses, the two types of businesses are dealt with separately in this report, starting here with the non-home based businesses, and followed by the home-based business section on page 7.



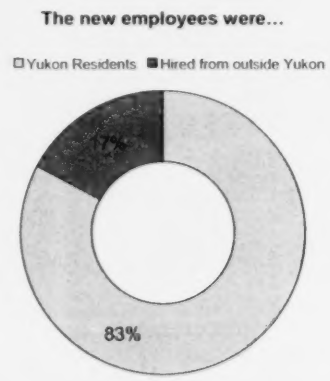
Number of New Employees

Almost two-thirds of the non-home-based businesses surveyed said that they had hired new employees in the previous six months. Most of these businesses had hired one or two new employees, but about a third of the businesses surveyed had hired four or more.



Reason for New Employees

The largest group of these new employees (at just under sixty percent) were hired because another employee had left, and the next largest section, thirty-two percent, were hired because the business had grown or expanded. When businesses were asked to describe their perception of why the former employee had left the business, approximately one-third of the reasons given were that the employee had found another job, and a fifth of the reasons given were that the employee had left the territory or community.



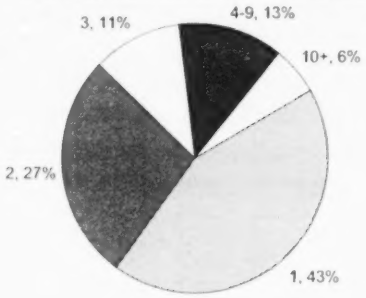
Origin of New Employees

Of those non-home-based businesses who had hired in the six months prior to being surveyed, the majority hired employees from the Yukon, while just under one-fifth hired employees from outside of the Yukon.

Even though most of the new hires were Yukon residents, two-thirds of businesses reported having difficulty recruiting people from the Yukon.

Note: A small number of businesses gave more than one reason for hiring employees or for the origin of their new employees. Therefore, percentages are of total responses, not businesses.

How many vacancies do you have to be filled?



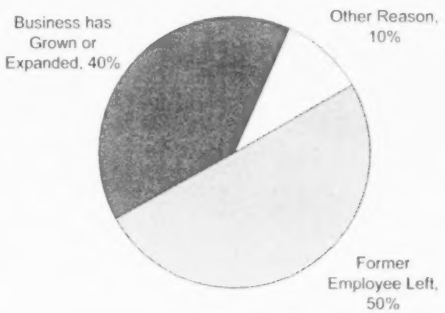
Current Vacancies

Almost a third of the non-home-based businesses surveyed said that they had vacancies at the time of surveying which needed to be filled. Most of these businesses had vacancies for one or two employees, but about a third of the businesses surveyed had vacancies for three or more.

Reason for Current Vacancies

Half of these positions were vacant because a former employee had left, and the next largest group, forty percent, were vacant because the business had grown or expanded. When businesses were asked to describe their perception on why the former employee had left the business, almost one-third of the reasons given were that the employee had found another job, while just under one-fifth of the reasons given were that the employee had left the territory or community.

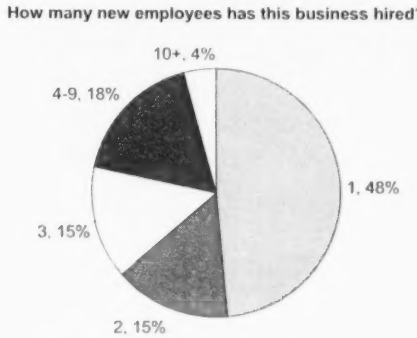
Why were these vacancies created?



Current Vacancies in Non-Home-Based Businesses	
Occupation of Currently Vacant Position	**# Vacant**
Senior Management	8
Middle & Other Management	35
Profession in Business/Finance	12
Skilled Administration & Business	18
Clerical	54
Profession in Natural & Applied Sciences	47
Technician Related to Health	5
Profession in Social Science/Education/Gov't. Services/Religion	13
Paraprofession in Law/Social Science/Education/Religion	27
Technician in Art/Culture/Recreation/Sport	6
Skilled Sales & Service	123
Intermediate Sales & Service	167
Elemental Sales & Service	43
Trades, Skilled Transport & Equipment Operators	83
Intermediate in Transport/Equipment Operation/Installation & Maintenance	67
Trades Helpers, Construction Labourers & Related	15
Skilled in Primary Industry	5
Labourers in Processing, Manufacturing & Utilities	7
Other	7
Total	**742**

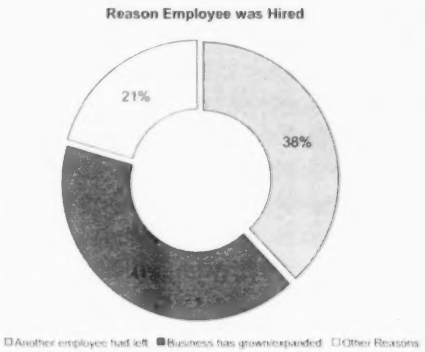
Home-Based Businesses

As labour demand issues vary widely between home-based and non-home-based businesses, the two types of businesses are dealt with separately in this report. The non-home-based business section starts on page 5, while the home-based-business section follows below.



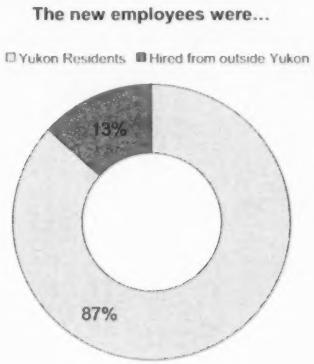
Number of New Employees

Almost half of the home-based businesses surveyed said that they had hired new employees in the previous six months. Most of these businesses had hired one or two new employees, but about a fourth of the businesses surveyed had hired four or more.



Reason for New Employees

The two main reasons that home-based businesses had hired new employees were that their business had grown/expanded (41%) and that another employee had left the business (38%). When businesses were asked to describe their perception on why the former employee had left the business, approximately one-fifth of the reasons given were that the employee had moved out of the territory or community, while almost another fifth of the reasons given were that the employee was seasonal or wanted to pursue education or travel.



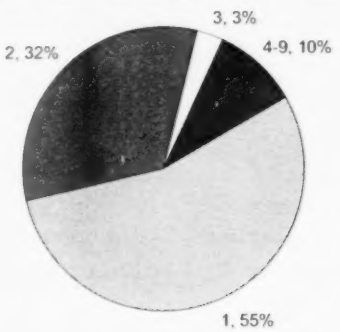
Origin of New Employees

Of those non-home-based businesses who had hired in the six months prior to being surveyed, the majority hired employees from the Yukon, while only 13% hired employees from outside of the Yukon.

Even though most of the new hires were Yukon residents, half of the responding businesses reported having difficulty recruiting people from the Yukon.

Note: A small number of businesses gave more than one reason for hiring employees or for the origin of their new employees. Therefore, percentages are of total responses, not businesses.

How many vacancies do you have to be filled?



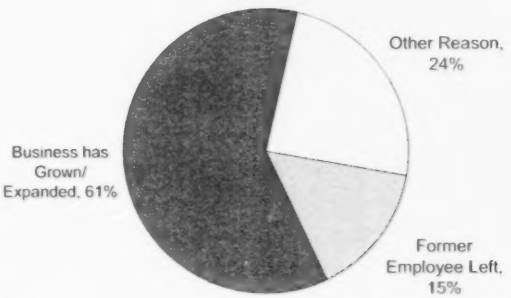
Current Vacancies

Twenty percent of the home-based businesses surveyed said that they had vacancies at the time of surveying which needed to be filled. Most of these businesses had vacancies for one or two employees, but 13% of the businesses surveyed had vacancies for three or more.

Reason for Current Vacancies

Over sixty percent of these positions were vacant because the business had grown or expanded, and 15% were vacant because a former employee had left. When businesses were asked to describe their perception on why the former employee had left the business, answers included the employee pursuing education, getting another job, quitting, moving away, and the job being temporary or seasonal.

Why were these vacancies created?



Current Vacancies in Home-Based Businesses	
Occupation of Currently Vacant Position	**# Vacant**
Senior, Middle & Other Management	4
Profession in Natural & Applied Sciences	5
Skilled Sales & Service	12
Intermediate Sales & Service	4
Trades, Skilled Transport & Equipment Operators	12
Intermediate in Transport/Equipment Operation/Installation & Maintenance	4
Skilled and Labourers in Primary Industry	4
Other	7
Total	**52**

Staff Recruiting and Retention (both Home-Based and non-Home Based)

Of the non-home-based businesses asked, approximately two-thirds reported having difficulties recruiting employees from the Yukon, and the same was true for half of the home-based businesses who responded.

All businesses who reported having difficulties recruiting employees from the Yukon were asked a series of questions on employee recruitment and retention.

Skilled/Experienced Staff

Ninety-four percent of all businesses surveyed had difficulties recruiting skilled or experienced staff from the Yukon. Those businesses were then asked why they thought that was the case, and twenty-five percent of their answers had to do with the large number of jobs currently available—many skilled workers have their pick of jobs, and many are currently employed. Another quarter of answers dealt with the inadequate quality of labour available, i.e. skilled workers are difficult to find due to the small population base in the Yukon, the lack of training available, and workers retiring.

Seventy-one percent of businesses had tried to find solutions to their hiring problems by stepping up recruiting practices, including advertising both in and out of the Yukon (35%), hiring unskilled workers and providing training (20%), and offering incentives/benefits (14%). Approximately seventy percent of the businesses reported that the solutions they had tried had worked or somewhat worked.

Inexperienced/Unskilled Entry-Level Staff

Just over half of the businesses reported having difficulties recruiting inexperienced or unskilled entry-level staff. Reasons they gave for this were similar to those given for skilled or experienced staff. Again, twenty-five percent of responses had to do with the large number of jobs available and the low unemployment rate. Another thirty-five percent of reasons involved the inadequate quality of labour; i.e. people don't want to work or can't work, have a poor work ethic, or are untrainable.

Sixty percent of businesses had tried to find solutions to their hiring problems by stepping up recruiting practices, including advertising both in and out of the Yukon (31%), hiring unskilled workers and providing training (19%), and offering incentives/benefits (21%). Almost seventy percent of the businesses reported that the solutions they had tried had worked or somewhat worked.

Sixty-five percent of the responding businesses reported specifically targeting First Nations in their search for an employee.

How Businesses Retain/Attract Staff

Recognizing the difficulties in hiring new/qualified staff, businesses often try different tactics to retain their existing staff as well as attracting new staff. Over three-quarters of businesses surveyed had increased wages in the previous six months and 68% of businesses had offered incentives or benefits in an attempt to retain and/or attract staff. Of all benefits/incentives offered, medical and dental benefits comprised 28%, and another 28% was made up of financial incentives, including pension plans, employee discounts and profit sharing, cash bonuses, commissions, and regular salary increases.

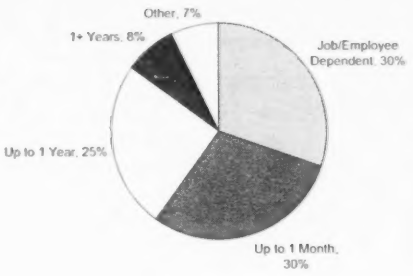
Employee Training (both Home-Based and non-Home Based)

The fourth section of the Business Survey dealt with employee training. Businesses were asked a series of questions on length of training offered, employee support, the necessity for upgrading skills, and Yukon-specific training needs. The answers from home-based and non-home-based businesses are combined below.

Length of Employee Training

When asked how long initial training for new employees typically lasts, 30% said that it depends on the employee's previous experience, attitude, and/or aptitude. Another 30% said up to one month.

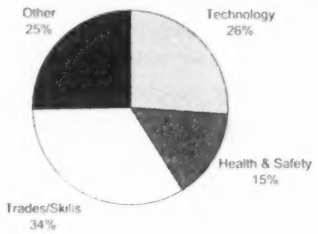
Length of New Employee Training



Support offered to New Employees

Sixty percent of businesses' answers offered support in the form of mentoring their newly-hired employees, 25% offered continuing training and educational support, and the remaining answers varied from creating a positive work environment to having regular meetings with the new employee.

Types of Training/Skills Upgrades Needed for Employees



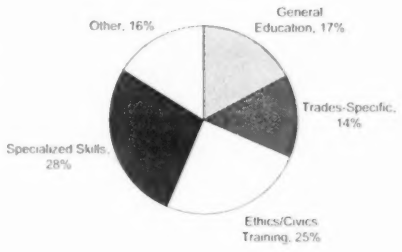
Skills Upgrading

Over seventy percent of businesses said that their employees at times needed ongoing training or skills upgrading in order to do their jobs. When asked what type of training, just over a third of responses dealt with trades and skills upgrading, 26% involved technology, and 15% had to do with health and safety skills upgrading.

Training Needs in the Yukon

Finally, two-thirds of businesses responded that there were areas of training that needed improvement in the Yukon—the top area mentioned was specialized skills training, which includes training in areas such as tourism, safety, and graphic design.

Areas of Training that Need Improvement in the Yukon

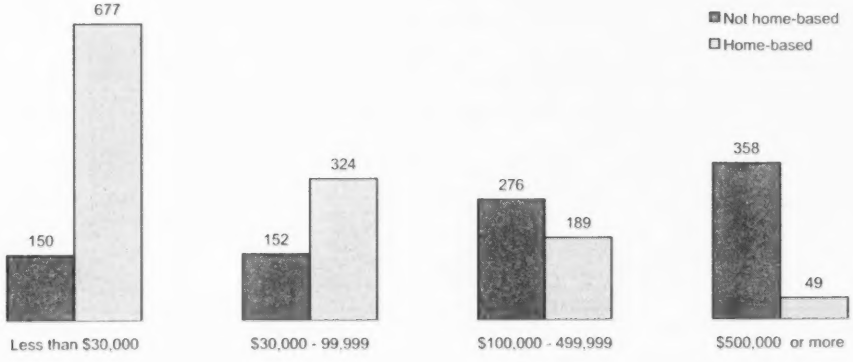


Gross Revenues of Yukon Businesses

Almost two-thirds of Yukon businesses reported gross revenues in 2006 of less than $100,000. Eighty-six percent of the Agriculture, Forestry, Fishing, Hunting Industry reported having less than $30,000 gross revenue. The Finance & Insurance Industry had the greatest percentage of businesses with gross revenues greater than $500,000.

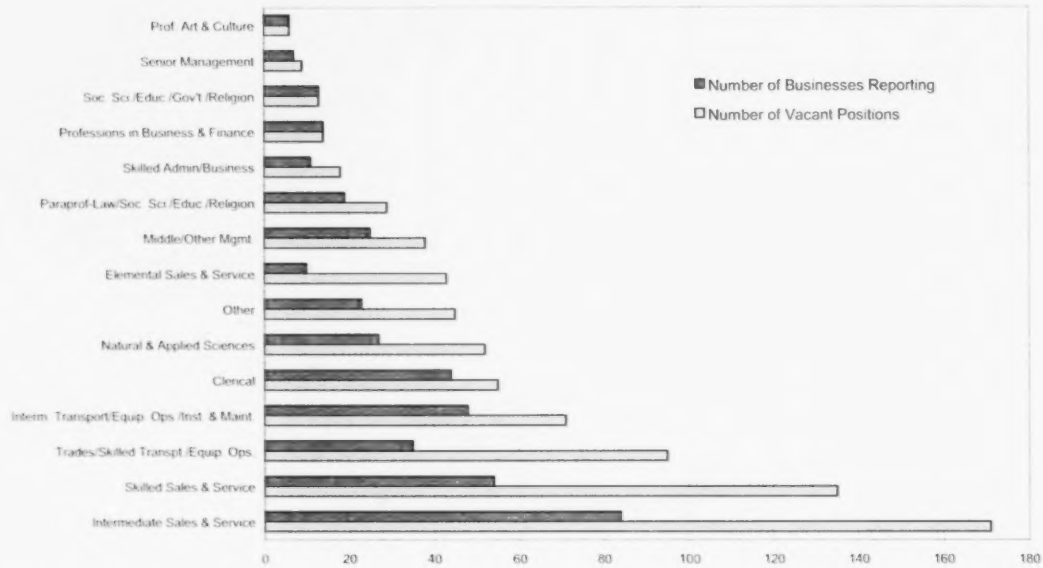
Which of the following broad ranges best describes the 2006 gross revenues?	Less than $30,000	$30,000 - 99,999	$100,000 - 499,999	$500,000 or more	Total
Agriculture, Forestry, Fishing, Hunting	94	9	6	0	109
Mining & Oil & Gas Extraction	20	6	16	13	55
Utilities; Manufacturing	53	24	15	18	110
Construction	56	77	75	63	271
Wholesale Trade	..	..	10	19	42
Retail Trade	61	24	56	95	236
Transportation & Warehousing	13	15	32	23	83
Information & Cultural Industries	20	8	7	6	41
Finance & Insurance	..	..	..	15	23
Real Estate	16	21	18	9	64
Rental & Leasing Services	..	..	6	6	19
Professional, Scientific, & Technical Services	130	95	69	39	333
Management of Companies & Enterprises; Administrative & Support Services	57	39	27	8	131
Waste Management & Environmental Remediation Services	6	..	..	..	15
Educational Services	26	6	..	..	40
Health Care & Social Assistance	58	43	..	..	127
Arts, Entertainment, & Recreation	82	23	23	12	140
Accommodation & Food Services	43	27	25	41	136
Other Services	77	49	44	30	200
Total	**827**	**476**	**465**	**407**	**2,175**

Number of Yukon Businesses by Gross Revenue, 2007



Overview of Hiring for All Yukon Businesses by Occupation

Number of Vacant Positions and Businesses Reporting by Occupation



As the above chart shows, businesses hiring in the Sales and Service occupations were most likely to be hiring for more than one position. At the time the business survey was conducted, there were almost 350 vacant positions in Sales and Service occupations—171 in intermediate, 135 in skilled, and 43 in elemental sales and service. The next largest group was the Trades/Skilled Transport/ Equipment Operators with 35 businesses reporting 95 openings. The third group was closely related to the second; Intermediate in Transport, Equipment Operation, Installation & Maintenance occupations had 71 openings reported by 48 businesses.

Notes: This report functions as a summary of the results of the 2007 Business Survey. For specific data from the survey, please contact the Yukon Bureau of Statistics.

Industries are defined in this report according to the North American Industrial Classification System (NAICS) of 1997. For a list of which industries are included in each NAICS category, see http://www.statcan.ca/english/Subjects/Standard/naics/1997/naics97-menu.htm.

Occupations are defined according to the National Occupation Classification System (NOCS) of 2001. For a list of which occupations are included in each NOCS category, see http://www23.hrdc-drhc.gc.ca/2001/e/groups/index.shtml.

.. = data suppressed for confidentiality reasons

Yukon
Executive Council Office
Bureau of Statistics

October, 2007

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